



September 24, 2020

Web Announcement 2314

**Attention Provider Type 22 (Dentist):**

**Claims Denied with Error Code 2504 Have Been Reprocessed**

Update to [Web Announcement 2302](#): Dental claims submitted by provider type 22 (Dentist) that processed on or after February 1, 2019, through July 20, 2020, and denied in error with error code 2504 (Client covered by private insurance) have been automatically reprocessed. Results of the reprocessed claims appear on remittance advices dated October 2, 2020.

Please note: When claims are reprocessed, please be aware that all system and clinical claim editor edits are applicable. As a result, there may be no additional payment, and other claim denials may be received. Providers have the right to appeal denied claims, including those denied upon reprocessing. Please refer to [Medicaid Services Manual Chapter 100](#) and the [Billing Manual](#) for information concerning the claim appeal process and time frames.